How to remove your demo device from DCOTA

Learn the different ways to remove your demo device from DCOTA

Remove devices from DemoUnit

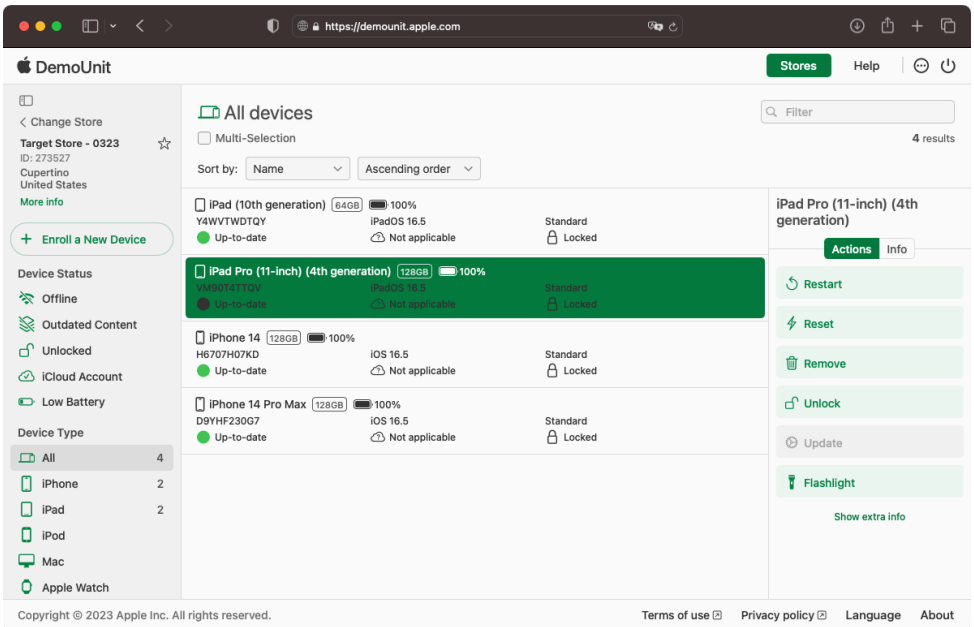
(Mac, iPhone, iPad, and Apple Watch)

An authorized user can access the DemoUnit device management tools to remove a device from DCOTA. Reach out to your local Apple representative if you cannot see the following manage devices options upon login.

Highlight the device you would like to remove, then click or tap **Remove** 🗑 and select one of the two options:

- **Unenroll and Keep Demo Content** to retain existing demo content
- **Unenroll and Erase Demo Content** to restore your demo device to factory settings

If your store utilizes eSIM, you will see additional options to retain the eSIM profile.



IMPORTANT: only disconnect your demo device from power or the internet once all steps are complete. Choosing any Remove options will disable automatic OS upgrades and demo content updates. Your demo device will no longer remove user-generated content daily.

If your store belongs to the Demo Device Lock Theft Deterrence Program, DemoUnit is the only place to remove demo devices.

Remove devices from DemoLoop

(iPhone, iPad, and Apple Watch)

1. When the screen saver is playing, tap and hold 3 fingers in the upper right corner for 5 seconds to access the hidden DCOTA Settings screen — DemoLoop.

2. Scroll down and find the **Remove** 🗑 button. Follow the same steps in the previous section.

3. Your demo device will display “Hello” once complete.

If your store belongs to the Demo Device Lock Theft Deterrence Program, it is impossible to remove devices from DemoLoop. The removal can only be done on DemoUnit.

Using an iOS device to remove other devices at your store from DemoLoop

(Mac, iPhone, iPad, and Apple Watch)

1. When the screen saver is playing, tap and hold 3 fingers in the upper right corner for 5 seconds to access the hidden DCOTA Settings screen — DemoLoop.

2. Tap **Other Devices** to see all demo devices enrolled to DCOTA at your store.

3. Tap a device. Then tap **Remove** 🗑 . Follow the same steps as in the DemoUnit removal section.

4. Your demo device will display “Hello” once complete.

Remove Mac devices from DCOTA

We recommend restoring your Mac to factory settings via DemoUnit or DemoLoop. Use the **Unenroll and Erase Demo Content** action button as stated in previous sections.

Alternatively, remove the device from DCOTA via DemoLoop right from the Mac device itself. Here's how:

1. While the screen saver is playing, press **Command-Option-Shift-Left Arrow** to reveal device management actions.

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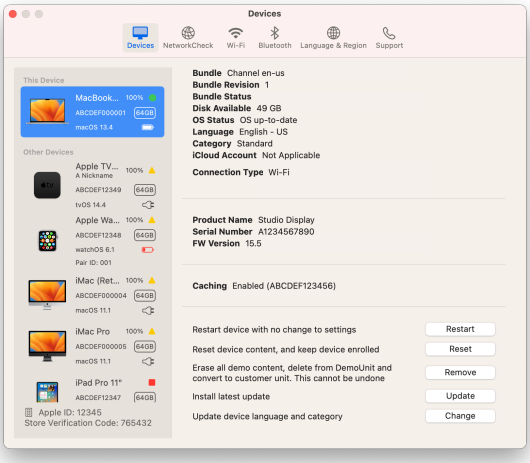
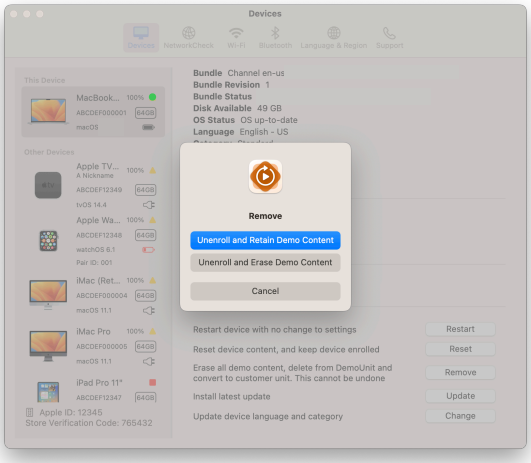
2. Tap **Remove** 🗑 and select **Unenroll and Erase Demo Content**. Only perform this action on one Mac device at a time.

Although DemoLoop supports erasing all content and settings on a Mac regardless of its online/offline status, we strongly recommend performing an Erase only when the device is online and connected to DCOTA.





3. If **Unenroll and Keep Demo Content** is selected, demo content will no longer be present when Mac restarts. Use the same gesture to access the Mac DemoLoop, tap **Remove** 🗑 and choose **Unenroll and Erase Demo Content** to restore the device to factory settings.